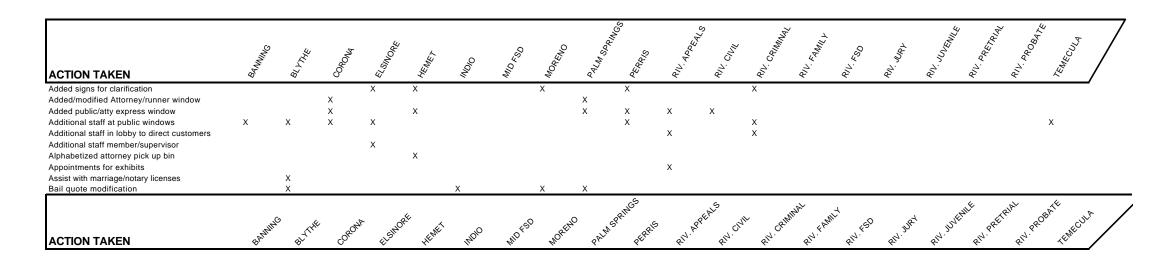
## You Set Our Standards!

## SUPERIOR COURT OF CALIFORNIA - COUNTY OF RIVERSIDE CUSTOMER SERVICE ACTION REPORT

Riverside Superior Court receives more than 1,500 Customer Service comment cards annually. This last year, we have provided 4 additional training classes in an effort to improve customer service and access to the courts. In addition, the Court has implemented several procedural and cosmetic changes to better accommodate the needs of the public.

Class	Number of Completions	Staff Hours
Beyond Bias-Fairness in Court	691	2418.5
Customer Services Part I	190	665
Customer Services Part I	103	309
Interpersonal Communications	127	317.5
Total	1111	3710



Bi-Lingual clerk added		Χ	Χ																	
Brochure holders installed		Χ	X	X	Χ			X				X	Χ		Χ	X				X
Building address visibility			X				X			X										
Calendar changes to reduce waiting								X												
Clerk's customer service mission statement									X											
Community Outreach involvement	X	X		X		Χ			X											Χ
Connect rare Nationalities to their Embassy		X																		
Counsel employee-neg. customer comments	X	X	Χ	X	X	X	Χ	X	Χ	X	X	X	Χ	Χ	Χ	X	X	X	X	Χ
Counter/Phone back-up assignments			X																	Χ
Customer Service class attendance	Χ	Χ	Χ	X	X	Χ	X	Χ	Х	X	Χ	Χ	Χ	Х	Χ	Х	X	Х	Χ	Χ
Developed network to ensure same processing								X										• •		•
Discussion of customer surveys at staff meetings	X	Χ	Χ	X	Х	Х	Х	X	X	Χ	X	Χ	Χ	Х	Х	Х	Х	Х	Х	Х
Door opening "warning" safety precaution	^	,	^	^	^	X	,	^	^	Λ,	^	X	^	^	^	^	^	^	,	^
						^		Х				^								
Drop box for after hour use		V						^	V											
Extended FLAC availability		Χ		V					X											X
Facility modifications				Х																
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	BANY	ing Briti	co <sup>RC</sup>	MA ELSK	ORL HEN	<u> </u>	, miD	iso North	720 ° 1	SPRINGS PERRIE	o RIV APE	EAL SIN. CI	. Q	RIMINAL RIV.	AMILY RIV.	s <sup>v</sup>	JURY RIY	J. JUVENILE RIV	PRETRIAL	ROBATE
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FLAC/Mediation reception person																				X
Formed/Participated in Jury Improvement Committee	X				X	X				X						Х				
Install secured comment boxes	Р	Р	Р	Р	Р	Р	Р	Р	Р	Р	Р	Р	Р	Р	Р	Р	Р	Р	Р	Р
Installed 800 # jury emergency phone line						X										X				
Installed juror microwave oven																X				
Installed TDD phone line						Χ										Х				
Installed juror toll free fax, gen. Information #						Χ														
Installed juror room TV	X	Χ			Χ															
Installed juror vending machines	^	X	Х		^															
Intercom announcements		^	^		Х									Х						
		.,			^	.,								^						
Juror Deliberation room=coffee, cream, sugar		Χ	X			X										.,				
Juror Failure To Appear Program						X										X				
Juror pamphlet and written instructions	X				X	Χ				X						X				
Juror parking lot add/modify			Χ		X	X														
Juror room refrigerator installed						Χ														
Juror summons modification	Χ		Χ		Χ	Χ				X						Χ				
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ACTION TAKEN	Ør.	♦>`	ω.	€\*	416.	1475	Win	W.	64.	۶ <sup>۷</sup>	67.	67,	67.	67,	67.	67,	67,	6/4	67,	
Language Lines (telephonic)		+				+			+				9							
Numbered customer service windows		,			Х	,			,	Х			•							
	V	Х	Х	V	^		X	V		^			V							
Payment drop boxes	Χ	X	Х	Х			Х	X					X							
Posted fee schedules								X												
raise & recognition of staff for great service	Χ	X	Χ	Χ	X	X	Χ	Χ	Χ	X	X	Χ	X	Χ	X	Χ	X	X	Χ	X
Provide case print if receipt printer is down		Χ	X										Χ							
Provide more information/phone numbers				X	Χ			X												
Provide maps, payment envelopes, etc.			Χ	Χ				X					X							X
Provide Small Claims manual for viewing																				X
Provide work space for litigants																				X
Public viewing station relocation/addition						Х						Х								X
•			V			^						^								^
Public counter modification			X																	
ublic line ropes for service clarification			X	X																

Secured waiting area for Domestic Violence victims					X																
Small claims packets at counter			Χ					Χ												Χ	
Staff cross training	X	Χ	Χ	X	Χ	Χ	Χ	Χ	Χ	Χ	Χ	Χ	X	Χ	Χ	Χ	Χ	Χ	Χ	Χ	X
Tape recording modifications																					
Training manuals for clerks			Χ	X			Χ	Χ	Р											Χ	
Warrant Bank-contact person	Χ	Χ	X	X	X	Χ	Χ	Χ	Χ	Χ	Χ	Χ	X	Χ	Χ	Χ	X	Χ	Χ	Χ	Χ
Web site on the Internet	X	Χ	Χ	X	Χ	Χ	Χ	Χ	X	X	X	Χ	Χ	Χ	Χ	X	X		Χ	X	X

X= completed P= pending